

Action Plan – Homelessness

HOU3

Recommendation Priority

ANNEX 1

Audit Report No. 33– 2009/10

Dated: May 2010

| | |
|-------|--|
| 1 1 1 | High: A fundamental weakness in the system that puts the council at risk |
| 1 1 | Medium: A weakness within the system that leaves the system open to risk |
| 1 | Low: Desirable improvement to the system |

| | Recommendation | Priority | Responsible Officer | Agreed | Planned Implementation Date | Comments/Action |
|-----------|---|-----------------|---------------------------------------|---------------|------------------------------------|--|
| R1 | Best practice relating to debt recovery should be included within Housings procedures. | 1 1 1 | Housing Needs Manager | Y | July 2010 | Written procedures being finalised to include capture of applicant's full name and previous address history. |
| R2 | Ensure that all the procedures relating to the financial side of Homelessness are reviewed. | 1 1 1 | Housing Needs Manager | Y | July 2010 | Existing procedure is under review. |
| R3 | Written procedures need to be written or updated for aspects of this sections work and reviewed regularly to take account of any changes. | 1 1 1 | Housing Needs Manager | Y | July 2010 | Repeats R1 and R2 |
| R4 | Ensure that the bed and breakfast spreadsheet is kept up to date at all times and add an extra column to the bed and breakfast spreadsheet showing the figures paid to the bed and breakfast providers and the dates which it covers. | 1 1 1 | Housing Needs Manager | Y | Completed | |
| R5 | Ensure that a reconciliation is performed between the amounts paid to bed and breakfast providers by TMBC, with the number of nights recorded for each customer as staying in bed and breakfast accommodation to the amount invoiced to the customers in relation to these costs | 1 1 1 | Director of Health and Housing | Y | Completed | |

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| R6 | Ensure that amounts relating to Bed and Breakfast are coded correctly and include the correct format within the procedure notes. | 1 1 1 | Director of Health and Housing | Y | July 2010 | |
| R7 | Update the Housing Risk Register to include financial risks for the Council relating to Homelessness. | 1 1 1 | Chief Housing Officer | Y | Completed | |

To assist in the follow up process, please complete and return this form by 9/6/2010, indicating your acceptance of the recommendations and when you anticipate their implementation.

Auditor: Karla Etuate

Chief Officer Signature: Date:.....